



No Charge Lost/Stolen/Mutilated Decals

Motor Vehicles Division

3-18-2025

Revision History

Effective Date of SOP: 3/18/2025	SOP Number: G.14
Functional Area Name: Motor Vehicles	Division Name: Special Plates
Last Review Date: 3/14/2025	Last Reviewer: Tiffany Doane, Motor Vehicle Manager
Next Review Date: 3/14/2026	Next Reviewer: Motor Vehicle Manager
Executive Approval Date: 3/18/2025	Approved By: Caitlin Owen, Chief Development & Support Officer

Overview

This standard operating procedure (SOP) covers issuing replacements for non-delivered decals at no charge to the customer.

Purpose

This SOP provides step-by-step procedures for Processing Specialists or Title Consultants to follow when processing no-charge LSM transactions.

Policy Statement

These procedures apply to employees helping customers in the SOK Storefront with registration transactions and working in the back-office processing mail-in registration work.

Compliance

OAC 670:20-13-10 - Lost, Stolen, or Mutilated Tags and Decals

LO Manual Page 154 – Lost, Stolen, or Mutilated License Plates and Decals

Systems

System	Function
OneLink	Platform for storing customer information and processing Motor Vehicles transactions
Laserfiche	Image storage database where customer-submitted documents are stored – accessible through OneLink



Roles

Role	Responsibilities
MV Processing Specialist	Processes registration transactions from the MV Processing offices.
Title Consultant (TC)	Handles customer interaction in-store. Processes registration transactions live with customers.
MV Supervisor	Available to help resolve any issues or unusual cases that arise from normal processing of transactions
Central Processing Division (CPD)	Receives, sorts, and scans incoming customer mail to forward to OneLink Queues. Sends outgoing mail.

Procedures

Process #1: Processing a No-Charge LSM

Purpose: To process and issue a replacement for a non-delivered decal to a customer at no charge.

Background:

SOK can process a no-charge lost stolen mutilated decal (LSM) if the customer did not receive their decal 21 days after the issue date.

To do this, SOK must have been the party that processed the renewal - no charge LSM's cannot be processed if a Licensed Operator processed the renewal. Customers must notify SOK and ask for a no charge LSM no later than 90 days from the issue date.

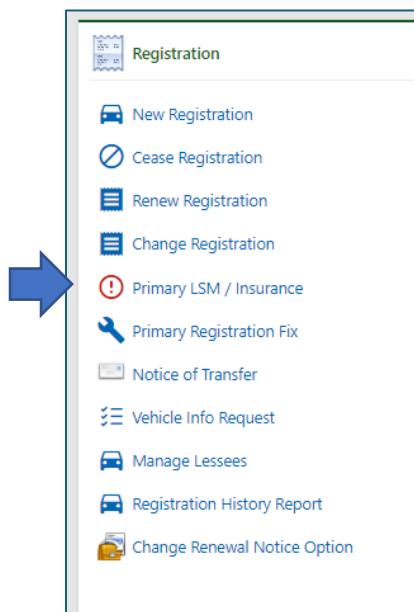
Process Step-by-Step:

1. From the **Ownership Account**, select **I Want To**.

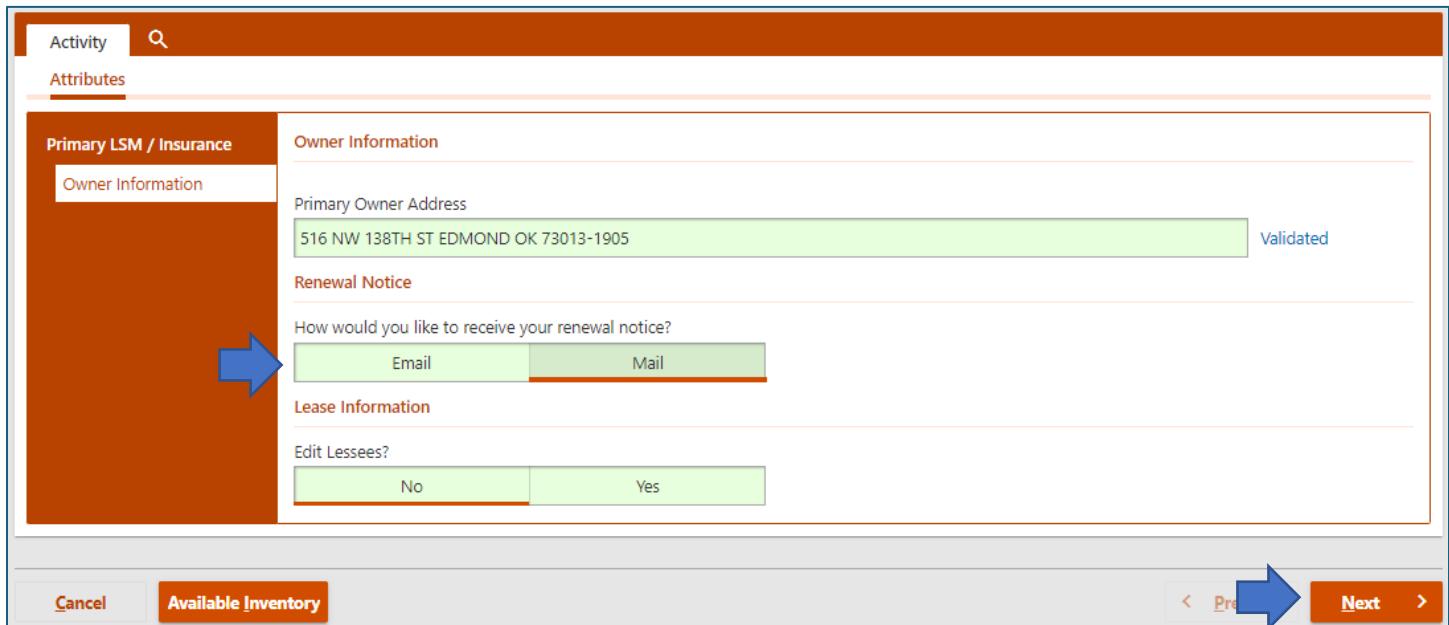
<p>Ownership</p> <p>2004 TOYT RV4 JTEGD20V540007621</p> <p>➤ Ownership</p> <p>PAUL A OR JANE A GRISMER 516 NW 138TH ST EDMOND OK 73013-1905 HXC735</p>	<p>Registration</p> <p>Title : 558503365014 Plate : TA - HXC735 Registration : Primary Registration (AU) Decal : 22N915377 Expires : 31-Dec-2022 Registration : Active Title Status : Active Balance : 0.00</p>	<p>Vehicle</p> <p>Year/Make/Model : 2004 RV4 Body Style : Color : White OR : PAUL A GRISMER Owner : JANE A GRISMER</p>																								
<p>Open Tasks View All</p> <p>There are no open tasks.</p>		<p>Recent Notes</p> <p>There are no recent notes.</p>																								
<p>Vehicle Attributes CRM Task Financial Web </p> <p>Registrations Unpaid Registrations Plates Owners * Liens Titles * Activities Acquisitions *</p> <p>Registrations Show History  </p> <table border="1"> <thead> <tr> <th>Type</th> <th>Transaction Typ</th> <th>Use Type</th> <th>Commence</th> <th>Cease</th> <th>Expire</th> <th>Plate ID</th> <th>Plate Type</th> <th>Decal ID</th> <th>Registration ID</th> <th>Cease Reason</th> <th>Issuing Agency</th> </tr> </thead> <tbody> <tr> <td>Primary Registr</td> <td>Renewal</td> <td>Automobile</td> <td>17-Dec-2021</td> <td>01-Jan-2023</td> <td>31-Dec-2022</td> <td>HXC735</td> <td>Non-Commercial</td> <td>22N915377</td> <td>4081842</td> <td></td> <td>M8817</td> </tr> </tbody> </table>			Type	Transaction Typ	Use Type	Commence	Cease	Expire	Plate ID	Plate Type	Decal ID	Registration ID	Cease Reason	Issuing Agency	Primary Registr	Renewal	Automobile	17-Dec-2021	01-Jan-2023	31-Dec-2022	HXC735	Non-Commercial	22N915377	4081842		M8817
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Renew  I Want To

2. Select the **Primary LSM / Insurance** hyperlink.



3. Verify the information on the first screen and click the **Renewal Notice** option **Email** or **Mail**. Click **Next**.



Activity Activity Search

Attributes

Primary LSM / Insurance

Owner Information

Primary Owner Address
516 NW 138TH ST EDMOND OK 73013-1905 Validated

Renewal Notice

How would you like to receive your renewal notice?
 Email Mail

Lease Information

Edit Lessees?
 No Yes

Cancel Available Inventory Pre Next >

4. Enter the insurance information and validate. If you do not have it handy, click back into the previous renewal to see what was used. To get to the previous renewal:
 - Go to the **Ownership Account**.
 - Click the **Primary Registration** hyperlink under the registrations tab.
 - Then click the vehicle information on the activity to get the previous insurance information used.
5. Enter the new decal number.
6. Click **Next**.

Activity
Search

Attributes

Primary LSM / Insurance

Owner Information

Plate / Insurance

Plate / Insurance

Update Insurance Only?

No	Yes
----	-----

Insurance

Insurance?

No	Yes
----	-----

NAIC
Insurance Company
Policy Number
Exception

35882
GEICO GENERAL INSURANCE COMPANY
4004659100
▼

Confirmed

Delivery

Delivery

Plate / Decal

Registration (DV) Decal

22N627521

Request Standard Plate
 Request Choctaw Veteran Plate

Non-Commercial (TA) Plate

HXC735

Expire Date

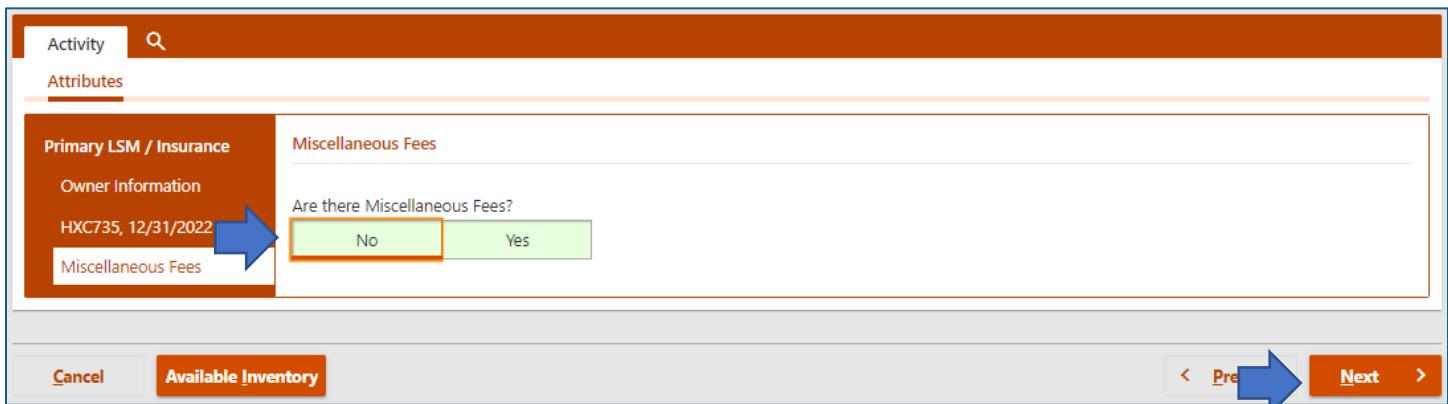
31-Dec-2022

Years Registered

18

[Cancel](#)
[Available Inventory](#)
Next
◀ Pre

7. Select **No** on the **Miscellaneous Fees** section. Click **Next**.



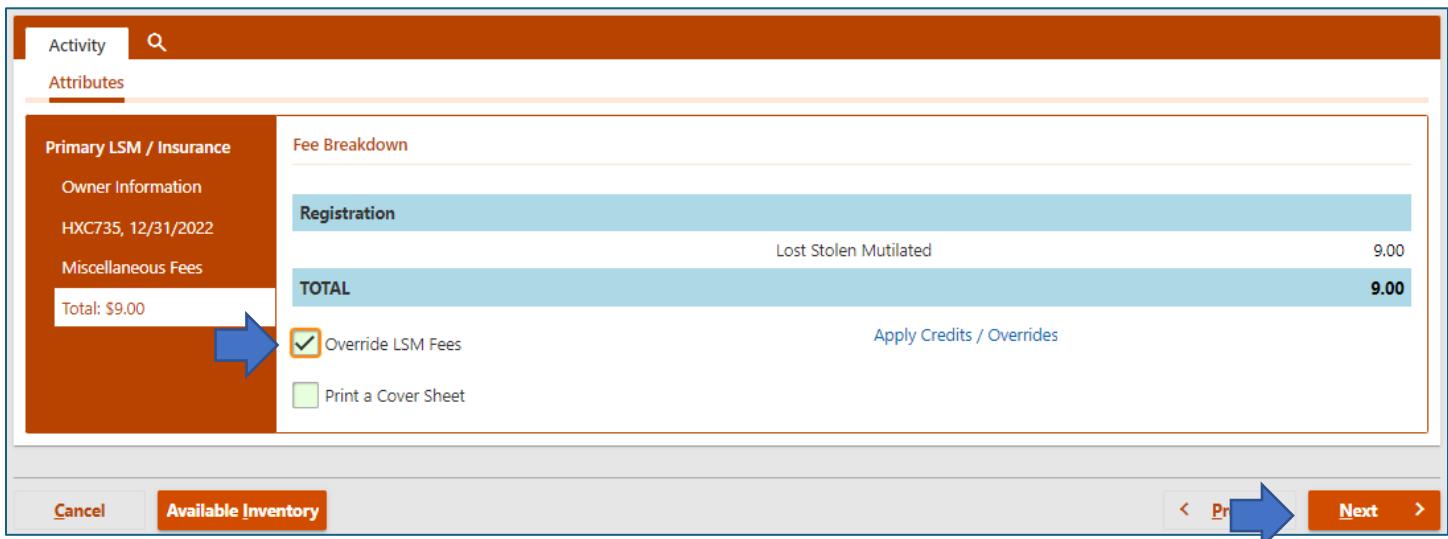
Activity Activity Search

Attributes

Primary LSM / Insurance	Miscellaneous Fees
Owner Information	Are there Miscellaneous Fees?
HXC735, 12/31/2022	<input type="button" value="No"/> <input type="button" value="Yes"/>
Miscellaneous Fees	

Cancel Available Inventory Pre Next

8. Select the box that says **Override LSM Fees**.



Activity Activity Search

Attributes

Primary LSM / Insurance	Fee Breakdown
Owner Information	
HXC735, 12/31/2022	
Miscellaneous Fees	
Total: \$9.00	

Registration	Lost Stolen Mutilated	9.00
TOTAL		9.00
<input checked="" type="checkbox"/> Override LSM Fees	Apply Credits / Overrides	
<input type="checkbox"/> Print a Cover Sheet		

Cancel Available Inventory Pre Next

9. Click the **Apply Credits / Overrides** hyperlink. This will bring the total to \$0. Click **Next**.

Activity * *

Attributes

Primary LSM / Insurance

Owner Information
HXC735, 12/31/2022

Miscellaneous Fees

Total: \$0.00

Fee Breakdown

Registration	Lost Stolen Mutilated	0.00
TOTAL		0.00

Override LSM Fees Apply Credits / Overrides

Print a Cover Sheet

[Cancel](#) [Available Inventory](#) < Pr Next >

10. Click **Submit**.

Activity * *

Attributes

Primary LSM / Insurance

Owner Information
HXC735, 12/31/2022

Miscellaneous Fees

Vehicle Fees

Primary LSM / Update Insu

VIN : JTEGD20V540007621

Registration Class : Automobile

Owner Address : 516 NW 138TH ST EDMOND OK 73013-1905

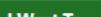
Registration : Plate: HXC735, Decal: 22N627521, Expiration: 12/31/2022

Fees : \$0.00

[Cancel](#) [Available Inventory](#) < Pr Submit >

11. To get transaction receipts, from **Ownership Account** select the **CRM** tab and the **Letters** subtab. Click the **Quick Print** hyperlink.



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References

1. Links relevant to No Charge LSM transactions
 - a. [Form 797-D Affidavit for Replacement License Plate/Decal Annual Boat/Outboard Motor Decal](#)